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ABSTRACT

This guide to services of the reference department of Fenwick Library, George Mason University, is intended for use by staff in the department, as well as the general public. Areas covered include (1) reference desk services to users; (2) reference desk support procedures; (3) off desk services; (4) collection development, including staff responsibilities, types of materials, ordering procedures, and maintenance of the reference collection; and (5) department composition and organization. Appendices contain sample forms for keeping reference statistics, assignment sheets for reference collection development, special permission forms, a library order request card, and descriptions of the positions of reference library chairperson, reference librarian, interlibrary loan coordinator, and reference assistant. (FM)

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REFERENCE POLICIES AND PROCEDURES MANUAL

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

Reference Department
George Mason University
Fairfax, Virginia
January, 1980

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PREFACE

The purpose of this manual is to familiarize the public with the basic policies and procedures of the Reference Department at Fenwick Library, George Mason University. The manual also will serve as an introductory resource for new department personnel. The manual results from the collective efforts of the following persons: Ruth Kerns, Karen Keyes, Melody Morningstar, Terrie Mullin, Jim Olivetti, and Paul Roy. Revisions will be made on a continuing basis as the need arises.

GEORGE MASON UNIVERSITY

REFERENCE POLICIES AND PROCEDURES MANUAL

INTRODUCTION

The mission of the Reference Department is to provide optimal access to the George Mason University Libraries' resources of information for library users. Services include staffing the reference desk, collection development, liaison with academic departments, interlibrary loan, library instruction, and online bibliographic searching. Elaboration of these services can be found in this manual. The Reference and Adult Services Division Ethics of Service Statement* is a guideline for these services:

> Information provided the user in response to any inquiry must be the most accurate possible. Type of question or status of user is not to be considered. Eligibility of users will be determined by the role, scope, and mission of individual institutions.
>
> Personal philosophies and attitudes should not be reflected in the execution of service or in the extent and accuracy of information provided.
>
> Information contacts with users, whether reference or directional, are to be treated with complete confidentiality.
>
> All rules and practices regarding availability and use of information or resources must be administered impartially. Rules and practices must be codified (i.e., reference policy statement) and made available to the user in written form.
>
> No personal financial gain should result because of the librarian/information specialist role as a representative of the Library in dealing with the user.

* Adopted by the Reference and Adult Services Division Board, January 11, 1979.

I Reference Desk Service to Users

A. General Service Guidelines

Reference assistance is provided by librarians at the Reference Desk during most hours the library is open and there is substantial demand for service. The nature of this service is primarily to direct the users to the tools and resources they need, to instruct them in the use of these materials, and to assist them in the use of the library system. Service is provided either in person, or by telephone, without distinction as to type of patron, including the Northern Virginia community. The hours of service are posted at the Reference Desk.

It is a matter of individual discretion how far the librarian goes in working with individual users; generally this is to the point at which the user has learned enough from the librarian to proceed effectively on his/her own. For a new student extensive instruction by example may be appropriate, for an experienced user the name of a good source might suffice. When there are several users waiting, it is appropriate to respond to simple questions which can be answered quickly before becoming involved in an extensive question with one user.

Another aspect of service is providing specific information to users. The extent of this service is again at the discretion of the librarian. For example, a telephone request for the publisher of a book is simple enough to answer but for a list of 20 such books the patron could well be invited to come to the library. Again, the question is whether the users can proceed effectively on their own, or whether the special expertise of the librarian is needed, or a special courtesy appropriate. A special level of service may need to be provided to handicapped individuals upon request.

B. Assistance at the Card Catalog

Librarians at the reference desk provide assistance in the use of the card catalog and COM Readers for the NVCC and FCPL catalogs. For the author-title catalog this will typically involve problems with the filing system, choice of main entry, or location codes such as LAC. For the subject catalog, the users often need to consult the Library of Congress Subject Headings, or avoid pitfalls such as trying to find U.S. Federal ... under U.S.--Federal ... For the COM, readers should be shown the slow and fast controls, noting the separate alphabets in the divided catalogs, and the location codes.

C. OCLC terminal procedures

The OCLC public services terminal in the reference area is available for use in answering a variety of bibliographic reference inquiries. Some interlibrary loan procedures are also carried out on the terminal, with all ILL functions to be transferred to the reference terminal when a printer is attached.

Directions for use are posted near the terminal. It is important to remember that GMU holdings are consistently posted only as of January, 1978.*

The last person scheduled on the desk for the day should turn off the terminal before leaving.

* George Mason University Libraries' OCLC symbol is VGM.

D. Telephone Service

1) Full reference service is provided by telephone, except where the user needs to come to the library to use materials. When the desk is busy, the librarian may wish to take down the patron's number and call back later. Priority is given to persons waiting at the desk.

2) Locating individuals is done only for emergency situations. Callers requesting paging should be strongly discouraged unless it appears to be a genuine emergency. In some cases, writing a note on the blackboard by the main entrance may be appropriate.

3) The reference desk will provide book checks at the card catalog but will not go into the stacks to see if a book is in. The user can be referred to circulation, which can verify if book has been checked out. Book checks coming in on X2391 will be referred to reference. If no one answers or the reference librarian says s/he is too busy to take it, the question will be handled by circulation. If a book check comes in on X2392 and the reference librarian finds it impossible to handle, circulation will be happy to handle it if they are not too busy. If both desks are unable to take the call, the person originally answering the phone should take the name and phone number so that reference can return the call.

4) Users should not be allowed to use the library phones but be directed instead to the payphones/University phone. An exception may be made when the call is initiated by the librarian to answer a reference question and the user is a third party.

E. Periodicals Assistance

1) Patrons trying to locate missing issues may be given a search card and directed to the periodicals office. It may be appropriate for a reference librarian to search for missing periodicals, checking first to see if the patron simply overlooked it, then checking the binding file, reshelving carts and shelves, receipt file in periodicals, microfilm repair box, and temporary binding shelf. It should be kept in mind that missing issues or volumes often reappear in 24 hours; the patron should be encouraged to check back in a day or so.

2) For periodicals not in Fenwick Library, the user may be given a choice of ILL or referral to another library. For referral it is sometimes more efficient for the librarian to check the holdings lists, unless the patron has a long list of similar items, in which case the patron may be instructed in the use and location of the various holdings lists. Major area union lists include: Consortium of Universities Union List of Serials; Metropoliton Area Guide to Serials (MAGS); Virginia Union List of Biomedical Serials. The ILL Office has a more extensive collection of union lists for further referrals.

F. Microforms Assistance

Users often need instruction in the use of microform machines. Often department student assistants may be available to provide such assistance. There are also instructions for use provided with each machine. Nonetheless, reference librarians will be called upon several times during a desk duty shift to help with machines.

For paper reloading, the reference assistant or student assistants should be contacted. If they are unavailable, a supply of paper is kept at the reference desk.

The Reference Assistant should be notified if any machine fails to operate normally.

G. Interlibrary Loan Assistance

1) Interlibrary loan service is available to GMU undergraduates, graduate students, general faculty and staff at GMU.

2) For routine requests, help user fill out the appropriate card, caution them against high charges, explain that a limit on charges can be set and that the request will generally be filled in 10 days to two weeks. For large numbers of requests, or if wait is too long, referral to another library may be appropriate. Most faculty can charge their departments for ILL fees, but they should clear this in advance with their own departments.

3) Refer all requests for handcarried forms to or from GMU libraries directly to the ILL office, even if it is after 5:00 p.m. or a weekend. Arrangements vary with different libraries, and only the ILL office is authorized to issue a form.

4) All completed ILL forms are placed in the ILL Coordinator's mailbox. Refer all in depth interlibrary loan queries to the ILL office. The librarian should encourage the patron to write legibly and provide a source of reference.

5) As a rule, when the requested material arrives, the borrower is notified by telephone. If s/he cannot be reached, the patron is sent a notice through the mail on the day of receipt.

H. Use of Reference Materials in Processing

The National Union Catalog, older volumes of the Monthly Catalog, older Cumulative Book Index, and LC Subject Catalog are in the processing area. For these items, direct the user to sign in at the circulation desk. Then take the user back and show them the location and use of the materials. Other items may be listed in the card catalog as being in processing. For these it may be better to wait for regular office hours if the office they are in is closed.

Users who wish to check the order file must consult a member of the acquisitions staff.

I. On-line Search Requests and On-line Reference

1) On-line search requests should first be screened carefully to see if a computer search is appropriate or whether the question could be done manually with ease. If appropriate, give the user a form, note that they need to make an appointment with the appropriate search librarian, give them the name and office number and extension and send them up if the person is in. Inform them it will take up to four days after the search to receive the results which will be a bibliography, then tell them the fee.

2) On-line reference, with no fee, may be used at the discretion of the librarian for quick look up questions where the computer would be far more efficient than manual searching or manual searching has failed. For an extensive search, the user should be offered a regular computer search with the usual fee. (Revision in preparation)

J. Government Documents Assistance

1) When a specific document has been identified, along with its SuDocs or item number, and is not found in the public card catalog, Government Document Assistant may be consulted between 8:30 and 5:00 p.m. Please bring the person who wants the document back to the Acquisitions area. The Assistant will determine whether or not the document is in the library but uncataloged, and either arrange for immediate rush cataloging or permit the enquirer to use the document in the NUC area.

2) Reference librarians wanting problem-solving help in the search process for data in documents, or needing other document-related information, should contact the Head of Acquisitions. She is available most weekdays between eight and five.

3) Orders for government documents may be placed by library and other faculty by following the standard library order request procedure.

K. Circulation of Reference Materials and Periodicals

1) Reference materials may be loaned for class use only, whether student or faculty, and should be taken immediately before the class and returned immediately after. The librarian at the reference desk will complete the special form (appendix 4) found in the reference desk drawer, and direct the user to the circulation desk for actual checkout.

2) Requests for short term loan of periodicals by a faculty member may be made to the periodicals office. Direct the faculty member to the periodicals office for such a request. Generally periodicals do not circulate; direct specific inquiries to periodicals librarian.

L. Referrals

1) Referral to a liaison specialist may be appropriate after the librarian on the desk has made an effort to answer the question. In some cases it may be appropriate to refer the student directly back to the professor.

2) Referral to another library or information resource will be appropriate when the user needs resources beyond those available in Fenwick Library. Federal libraries may be especially good for this. The book on the ready reference shelf, Library and Reference Facilities in the Area of the District of Columbia is excellent for such referrals.

3) Requests for library instruction from faculty should be referred to the liaison librarian for specific subjects, or to the library instruction coordinator for general library instruction and orientations.

M. Emergencies

1) For medical emergencies:

a. Call Student Health Services, X2584

b. Call Security, X2158, 2159

2) For nonmedical emergencies:

a. Call Security, X2158

II Reference Desk Support Procedures

A. Staff with Reference Desk Responsibilities

Reference librarians are primarily responsible for providing reference desk duty during the week, both day and evening, as well as the weekend. Support and back-up coverage is provided by other qualified staff; i.e. staff members with an accredited masters' degree in library science whose schedules permit.

B. Substitute Coverage

In the event that the reference desk can not be covered by the scheduled reference librarian due to a schedule conflict, it is up to that librarian to find an appropriate substitute (a reference librarian or librarian from another department who is approved to provide reference desk coverage). Normally, this will result in a trade of desk hours at mutually agreeable times. When this can not conveniently be done, a substitute librarian will be hired on an hourly basis. Arrangements for a substitute librarian should be made through the reference department chairperson.

In the event of sudden illness, the Chairperson should be contacted to provide for substitute coverage, usually from among regular staff. Prolonged illness of a librarian regularly assigned to the reference desk normally necessitates hiring of a substitute.

The department chairperson is required to contact the Director's office before 9:00 AM if s/he is taking sick leave not previously arranged with the Director.

C. Reference Statistics

The reference department keeps statistics on all inquiries received at the reference desk. The "Reference Statistics" form is used to record the number and type of inquiries received daily. (See Appendixes 1-2)

As the reference desk opens for service, a blank form is dated and attached to the desk. These forms are collected on a monthly basis and the statistics are compiled by the Reference Assistant and reported in the department's monthly report. Afterwards they are kept in the Reference Assistant's office.

There are two categories of inquiries: reference and directional.*

A reference transaction is an information contact which involves the use, recommendation, interpretation, or instruction in the use of one or more information sources, or knowledge of such sources, by a member of the reference/information staff. Information sources include:

1) print and nonprint materials;
2) machine-readable data bases (including computer assisted instruction);
3) library bibliographic records, excluding circulation records;
4) other libraries and institutions; and
5) persons both inside and outside the library.

A question answered through utilization of information gained from previous consultation of such sources is considered a reference transaction even if the source is not consulted again.

A directional transaction is an information contact which facilitates the use of the library in which the contact occurs, and its environs, and which may involve the use of sources describing that library, such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions are: 1) directions for locating facilities such as restrooms, carrels, and telephones; 2) directions for locating library staff and users; 3) directions for locating materials for which the user has a call number; 4) supplying materials such as paper and pencils; and 5) assisting users with the operation of machines.

For recording inquiries about online services, use the following guidelines:

Record a directional transaction if the inquiry is answered with a form or brochure or by putting a patron in contact with the appropriate searcher.

Record a reference transaction if the service is described in some detail, or if a patron is assisted in a manual search on the topic.

Additional categories may be added from time to time for special studies.

* The definitions of reference and directional transactions are from the 1977 LIBGIS forms.

D. Reference Question File

A card file is maintained at the reference desk to record all questions that are considered unusual or especially difficult by a librarian. All questions that result in a complete referral should be recorded, as well as those that may have been answered, but required an inordinate amount of searching.

The aims of the reference question file are that it shall be an aid in collection development and serve as an education tool for all that cover the reference desk. Many of these questions are valuable as items to be shared by all reference staff and are regularly discussed at reference information sharing meetings.

Questions are recorded on a blank 3 X 5" index card as well as all sources that have been checked, indicating sucess or failure with each source. They are kept in monthly order.

E. Message Board

A clipboard is placed on the main reference desk to collect and disperse information and short-term instructions of importance to librarians on duty. Librarians are responsible for reading all clipboard attachments as soon as they come on duty. Some examples of such attachments are class assignments which involve the use of library materials, notes concerning incomplete answers to reference questions and telephone messages, as well as microform repair requests.

F. Personal Messages

Since the reference department has only one general telephone line (X2392), personal calls may come through on this line. In order not to interfere with reference service, all personal calls should be kept as short as possible. A phone intercom system which connects all library offices is used to relay messages to staff. Outgoing calls, when possible, should be placed on another line.

G. Reference Desk Calendars

A monthly calendar is maintained at the reference desk for the purpose of noting all reference desk schedule changes, meetings and library instruction classes. A small daily calendar is used for recording changes in the staff's regular routine such as annual leave and sick days, late arrivals--those times that staff members are away from the library.

A search service calendar is used for recording all scheduled online bibliographic searches. The time, database(s) to be searched, searchers initials and requestor's last name should be noted.

III Off Desk Services of the Reference Department

A. Participation in Library Instruction Program

Reference librarians participate in freshmen English instruction classes, orientations and upper level instruction in their subject areas. With the participation by reference librarians in the library instruction program, provision is made for compensatory time to librarians for any of their nonroutine time that is devoted to this activity. When there is a conflict between reference desk duty and library instruction, the librarian is responsible for making satisfactory arrangements. (See III D)

B. Reference Guides

Printed aids, such as "Start Charts," bibliographies and information handouts are considered valuable teaching resources by the reference department. Each reference librarian is responsible for developing such resources in her/his liaison areas as need or interest is demonstrated. All of these are kept in the reference display case. The Reference Assistant maintains a complete list of Start Charts and handouts of the department.

C. Computer Searching

G.M.U. libraries offer their students, faculty and administrative staff online bibliographic searching of over 100 data bases. Reference librarians perform searches that fall within their liaison areas. When subject overlap occurs and it seems warranted, more than one searcher may participate in a search of the appropriate data bases. Searchers should make every attempt to schedule the search with the user present at a mutually agreeable time. If a reference desk conflict occurs, searchers may trade desk hours with an available reference librarian.

The Search Coordinator sees to it that information on continuing education opportunities, conferences and meetings that relate to bibliographic computer searching is dispersed to all searchers.

"Search Request" forms are kept in the display case (See III H L). Brochures which describe the service in some detail, give current information on fees, available databases, and general procedures are kept in the reference display case also.

Reference librarians who are on the desk when inquiries are made should, when possible, attempt to find out if a computer search is warranted. When it is felt that an inquiry would be best handled through a manual search of the printed indexes, the request is treated as any reference request by the librarian. Occasionnally, a quick search will be necessary to answer a reference question; librarians should use their own judgement on this matter, making the search as brief as possible (no more than five minutes and a limit of 10 citations printed online).

Librarians are entitled to free database searching on projects that relate to work responsibilities.

For details on this service, refer to the Search Manual.

D. Liaison Program

Full-time librarians in the reference department serve as library liaisons to one or more academic departments. (See Appendix 3 for specific assignments)

Purpose

The goal of the Liaison Program is to encourage and facilitate effective use of the library and its resources by faculty and students at GMU. Developing and maintaining a working relationship between the liaison librarians and the academic departments constitutes the framework of this program. This relationship should generate shared efforts in the following areas:

1) Bibliographic instruction--creation of programs for course related bibliographic instruction with classes, small groups and individuals. In some cases, such instruction will be requested by academic teaching faculty. In other cases, the liaison librarian takes the initiative in consulting with faculty, designing lessons and teaching materials, and, in general, making such instruction available for specific subject areas.

2) Collection development--coordination of collection development for particular subject fields. The liaison librarians keep abreast of significant publishing within their fields of responsibility and provide suggestions for purchases to teaching faculty on a regular basis. Additionally, an amount is assigned to each liaison librarian for circulating collection development. Each liaison also has responsibility for developing the reference collection in specific subject areas. Funds for reference collection development are provided in a separate reference budget allocation. Collection development also includes identification of possible grant programs, comparison of existing collection with recommended lists, identifying demands of new courses and developing resources in light of these demands.

3) General problem solving--provision of a personal contact that an academic department identifies as especially attuned to its needs and the needs of its students. This may include research activities, specialized bibliographic preparations, one-to-one assistance for undergraduate and graduate majors, and interface between the department and other units of the library.

IV Collection Development

A. Responsibilities

It is the responsibility of the reference department to establish policies and guidelines for the types of materials to be housed in the reference area. The subject specialist has primary responsibility for overseeing and building the reference collection of his/her respective speciality.

All librarians involved should participate in discussing and in making these decisions in coordination with the reference chairperson, who will arrive at a final consensus or reach a final decision in case of disagreement. (For list of specific assignments see Appendix 3)

B. Types of Materials

1) Reference Books

a. Handbooks, manuals, and guidebooks ordered by the Reference Department are classified as Reference (Ref.) if the works are obviously reference material. If the cataloger has any question of the title's inclusion in the reference collection, s/he should contact the reference librarian who ordered it for verification.

b. Bibliographies are classified as reference.

General and national bibliographies are classified as Z, if it is not possible to assign alternate number.

c. Titles ordered by persons not in the Reference Department that catalogers feel should be classified as reference are handled as follows:

1) The cataloger determines the classification for the volume.

2) S/he consults the memo entitled "Assignments for Reference Collection Maintenance and Development" to determine which librarian has responsibility for the particular class number.

3) S/he leaves a note for this individual alerting him or her and places the book on a designated shelf in Cataloging for the librarian's inspection and decision.

d. New Reference Books are shelved in the Reference Department on a stand marked "New Reference Books" for one month before being shelved.

e. Annual reviews are classified as general circulation.

2) Information File

The information file contains maps, photographs, reports, bibliographies, etc. which are usually short and generally not of lasting value.

The file is organized according to LC subject headings. Each subject heading has a corresponding 4 X 6" index card in the "Authority File," a file box on top of the cabinets. A check in the upper right hand corner of the card means that a divider has been made for the particular subject, and will be found in a particular drawer of the cabinets. Material on a particular subject in the Information File can be generated through:

Items ordered through Acquisitions
Clippings from newspapers, etc.
Requests for free materials
Gifts and Government Documents

Members of the Reference Department scan newspapers, serials, etc. for relevant articles for inclusion in the Information File.

Requests to be placed through Acquisitions (all non-free material) are handled by the Reference Assistant who will fill out a LORC for each item. "Vertical File" in the Cat. Source box on the card alerts Acquisitions to the type of material. Please note this type of material routinely has low priority. If some thing is being ordered and is needed ASAP, it would be wise to indicate this on the order card. As much information as possible concerning the supplier of the desired material will speed up the process. Requests for free material are sent by the Reference Assistant on post cards.

Gifts and Government Document Information File material are forwarded from Acquisitions to the Reference Assistant.

Once Information File material has been received, the Reference Assistant forwards it to the appropriate liaison librarian (cf. "Assignments for Reference Collection Maintenance and Development, 1/79) who assigns LC subject headings and then returns it to the Reference Assistant.

The Reference Assistant has the responsibility of updating the Information File (for items already in the collection), by ordering current issues of manuals, guides, etc. A list of these items is maintained and checked as needed.

3) Ready Reference

Ready Reference is located at the Reference Desk and consists of cataloged books labelled as Ready Reference:

CASSELL'S FRENCH DICTIONARY
CASSELL'S GERMAN DICTIONARY
CASSELL'S SPANISH DICTIONARY
CONGRESSIONAL DIRECTORY
EDUCATION DIRECTORY, COLLEGES AND UNIVERSITIES
GUIDE TO REFERENCE
GUIDE TO REFERENCE BOOKS
INDEXED PERIODICALS
INFORMATION PLEASE ALMANAC
L.C. MAIN READING ROOM REFERENCE: COLLECTION SUBJECT CATALOG
PERIODICAL TITLE ABBREVIATIONS
ROBERT'S RULES OF ORDER
ROGET'S THESAURUS
STATISTICAL ABSTRACT OF THE U.S.
TELEPHONE BOOKS
U.S. GOVERNMENT MANUAL
VIRGINIA UNION LIST OF BIOMEDICAL SERIALS
WEBSTER'S COLLEGIATE DICTIONARY
WORLD ALMANAC

Union lists of periodicals held in the area are located at Ready Reference.

A few college catalogs and information about George Mason University are located here.

4) Maps

Maps are located in the Reference Department, including a selection of U.S. Geological Survey maps, and Land Use maps.

All maps in Reference can be circulated using the "Special Permission Form (See Appendix 4)

C. Ordering Procedures (For a sample order form see Appendix 5)

1) Reference Books - Choice Cards

Choice cards are routed to all liaison librarians from the Reference Assistant. To order, initial and indicate the priority number:

Priority #1--An essential work to be ordered immediately because of its day-to-day usefulness for work with patrons.

Priority #2--Useful reference works that ought to be in the collection, but can be held for a period of time to determine ongoing demand for #1 priority purchases.

Priority #3--Lowest priority items that are not in high demand by patrons and/or are not significantly curriculum oriented. These items will be held until the end of the fiscal year and purchased if funds are available.

The Choice cards for a given month will be circulated to the Chairperson of Reference last. The chairperson will review slips after they are typed by the Reference Assistant, and initial priority #1 items for immediate ordering.

2) Reference Books - Other Sources

Initial and write priority # along with any special instructions on an advertisement and continue circulating. The Reference Assistant will type them upon their return.

3) New Editions

All orders for new editions of a title should indicate on the order slip the disposition of the older edition. Some examples would be: retain earlier edition in ref., earlier ed. to W.C., earlier ed. to gen. circ., discard earlier ed., please show to me.

4) Reference Items over $100

These must be reviewed by the Reference Department at a regular meeting before ordering.

5) Wish File

Very expensive items should be given to the Reference Assistant to save for consideration for purchasing from year end funds.

6) Government Documents

These are ordered by liaison librarians from the bimonthly microfiche GPO New Sales Publications which is circulated.

7) Circulating Books

A specific amount is assigned to liaison librarians for circulating collection development. This provides a direct method for liaison librarians to bring to bear their knowledge of gaps in the collection, information gathered from reference inquiries, and understanding of curriculum demands on the collection development process.

6) Standing Orders

The first year a standing order item is ordered for the Reference Department, it is purchased with Reference funds. After that, the funding for the subscription is allocated from the library's "Standing Order" budget.

9) General Library Books

Resources of general interest or interdisciplinary content may be ordered through Acquisitions directly to be purchased with "General Library" funds.

D. Maintenance of Reference Collection

1) Reference librarians are responsible in their liaison areas for:

a. Checking for currency of serial items, both for standing orders and for items which need to be reordered each time.

b. Identifying missing titles or volumes or needed back runs.

c. Weeding obsolete or inappropriate titles.

d. Studies and comparisons to evaluate the collection and suggest additions.

e. Liaison with faculty on appropriate reference tools for a given area.

2) Reference librarians are not responsible for:

a. Shelving (Done by Reference and Circulation)

b. Shelf-Reading (Done by Reference and Circulation)

c. Microform machine maintenance (Done by Reference Assistant and Student Assistants)

A knowledge of changing paper is suggested for evenings and weekends.

V Department composition and organization

A. Membership

The following statement outlines the basis for membership in the reference department:

A member of the reference department, as described in the following department organization chart, spends a clearly identifiable portion of her/his work week on a continuing basis engaged in reference department function. Reference functions include:

On-line database searching
Reference collection development and management
Coordination of departmental activities
Vertical file development and maintenance
Microform equipment--purchase and maintenance
Production of Start Charts and other library bibliographies
Provision of scheduled reference service at the reference desk
Ready reference collection development and maintenance
Initiation of reference department standing orders
Interlibrary Loan
Training of personnel new to reference department

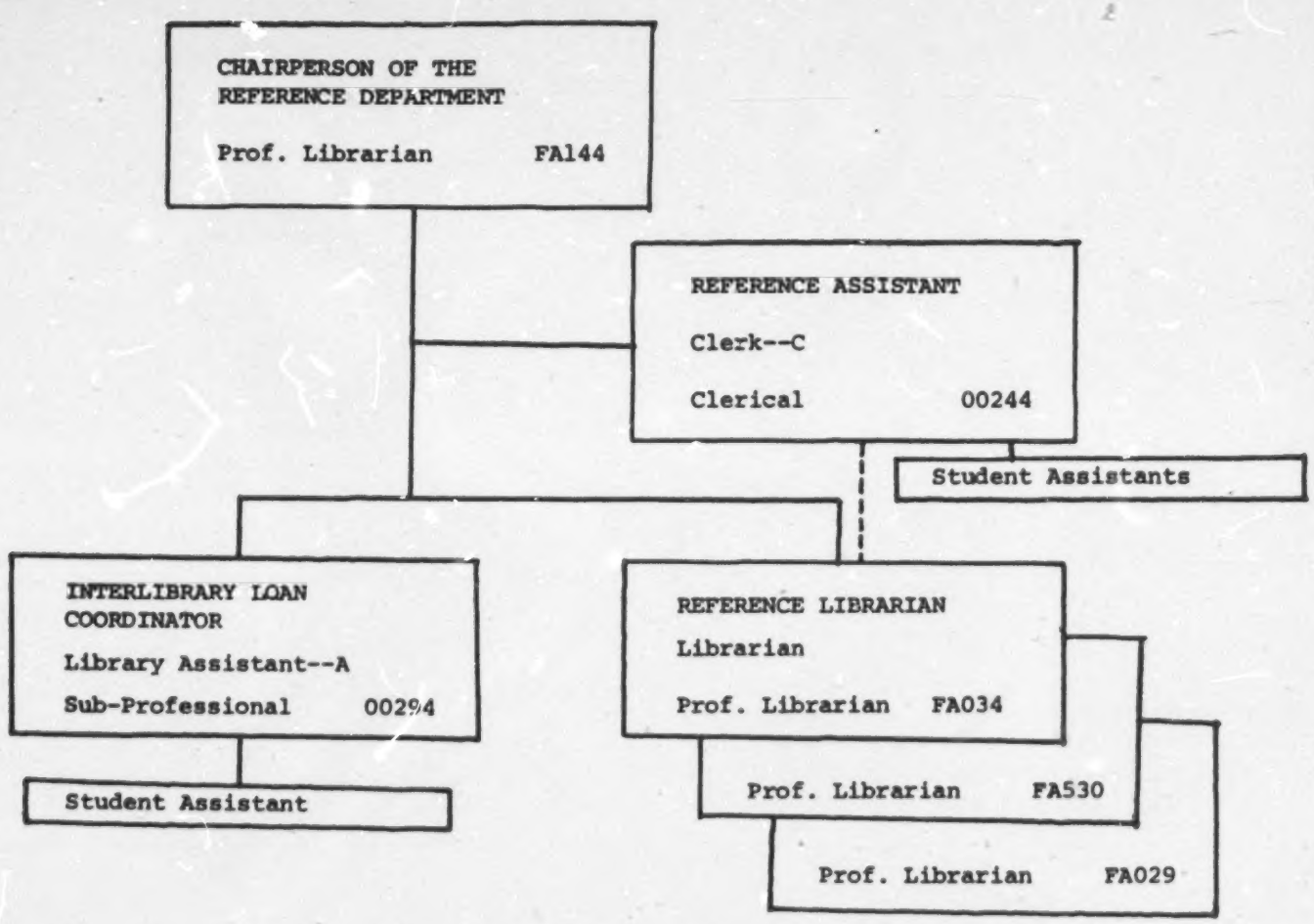
Additionally, membership requires a willingness to contribute to intradepartmental communication by attending and actively participating in departmental meetings, reading and responding to memos, and the like.

B. Staffing

At present, the reference department is staffed by full time reference librarians, a Library Assistant in charge of Interlibrary Loan, and a Reference Assistant. The department is administered by a Chairperson who reports to the Library Director. The Chairperson functions as a peer of other professional librarians in the department. A sample position description for reference librarian, description of the duties of Chairperson, and position descriptions of the Interlibrary Loan coordinator and Reference Assistant are included in Appendixes 6-9.

There are also several student assistants who work in the reference department. Descriptions of student assistants' duties are kept in department files.

C. Department organization Chart



D. Decision Making

The following statement is intended to guide the major policy and decision making process in the department.

The chairperson of reference shall consult with all concerned parties when a policy is to be made or decision arrived at, and shall weigh the opinions of each concerned party. The chairperson shall try to find a solution agreeable to all parties concerned, but if necessary shall determine a majority consensus of those most directly involved.

Regular announcements will be made at Reference Department meetings of issues and projects under consideration so that anyone who has an interest may have input into decisions or policies.

Appendix 1

REFERENCE STATISTICS

DATE _____

	REFERENCE	DIRECTIONAL	TOTAL
8:30- 9:30			
9:30-10:30			
10:30-11:30			
11:30-12:30			
12:30- 1:30			
1:30- 2:30			
2:30- 3:30			
3:30- 4:30			
4:30- 5:30			
5:30- 6:30			
6:30- 7:30			
7:30- 8:30			
8:30- 9:30			
TOTALS			

Appendix 2

REFERENCE STATISTICS

DATE _____

	REFERENCE	DIRECTIONAL	TOTAL
12:00-1:00			
1:00-2:00			
2:00-3:00			
3:00-4:00			
TOTAL			

Appendix 3

Assignments for Reference Collection Development (Revised 1/79)

	Subject Area	Librarian
A - AZ	General	Jim
B - BD	Philosophy	Ruth
BF	Psychology	Jim
BH - BX	Religion	Ruth
C	Biography	Ruth
D - F	History	Ruth
G - GC	Geography	Flo
GF - GT	Anthropology	Karen
GV	Recreation	Jim
H	General Social Science	Flo/Karen
HA - HJ	Social Sciences	Flo
HM - HX	Social Sciences	Karen
J	Official Documents	Shirley
JA - JX	Political Science	Flo
K	Law	Flo
L	Education	Jim
N	Fine Arts	Joan
P	Linguistics	Ruth
PA - PD	Language & Literature	John
PE	Language & Literature	Ruth
PF - PL	Language & Literature	John
PM - PZ	Language & Literature	Ruth
Q	Sciences	
R	Medicine	Karen
S - T	Agriculture & Technology	
U - V	Military Science	
Z	Bibliography	Jim

Note: all reference materials at North Campus are assigned to the North Campus Librarian (such as M: Music)

Appendix 4

TO ENSURE CREDIT FOR RETURNING THIS MATERIAL, PLEASE RETURN THIS SLIP WITH THE MATERIAL. A FINE OF $1.00 IS IMPOSED FOR EACH HOUR OR FRACTION OF AN HOUR THAT THIS MATERIAL IS OVERDUE.

Permission has been given by_____

for this Reference material (call no.):

_____

_____

_____

_____

_____

_____

_____

to be taken from the library.

It must be returned by_____ at_____
(date) (time of day)

AFTER FILLING THIS OUT SEND THE PERSON TO THE CIRC. DESK; THE TOP OF THE SLIP MUST BE DATED, STAMPED AND THE INFO RECORDED ON A CLIPBOARD IN CIRC.

Appendix 5

PLEASE MAKE NO NOTES ABOVE THE PERFORATIONS.

Author (Last Name First)
Smith, Robert T.

Notify J. Olivetti when Cat. & Processed

LC/Call No.

Cat. Source

Title
Industrial Psychology and Family Life

Added Vol. / Edition / Copy

Series / Vols. / Edition

Publisher	Year	List Price
Onyx	1979	Give hardback $

Requested By & Date	No. Copies	Authorized By & Dept.
JO 10-10-79	1	Reference

Ordered	Dealer	Rec'd.	Cost

Library Order Request Card—Status reports on verso

-1-

C.C.
A.M.F.
Choice
BIP
FB
PTLA
PC
BBIP
BOD
GTR
OTHER

All special instructions (as *RUSH; withdraw previous edition; notify J. Olivetti when cataloged and processed*) can be placed at the top of the "Library Order Request Card" (LORC).

Appendix 6

Position Description

Reference Department Chairperson

Purpose of Position:

To serve as the reference department administrator reporting to the Library Director; to oversee all operations of the department; to act as department representative to other library units, and to the university community.

Specific responsibilities:

1) Advise the Library Director in matters relating to reference service;

2) Coordinate overall reference collection development;

3) Coordinate the liaison program;

4) Submit budget proposals for books, materials, and equipment;

5) Convene department meetings on a regular basis and chair such meetings;

6) Promote decision making based on consensus of opinion among department members;

7) Prepare reference schedules and supervise changes in schedules as needed;

8) Prepare monthly and annual reports and other reports, surveys, etc. as necessary;

9) Evaluate reference librarians in accordance with MBO procedures (in preparation)

10) Hire, supervise, and evaluate classified staff assigned to the department.

Appendix 7

COMPREHENSIVE WORK STATEMENT

Position Title: Librarian (reference).

Initial Rank:Salary: Open.

Date of Appointment: On or about: February 1, 1980.

Application Deadline: December 31, 1979.

Position Reports to: Chairperson, Reference Department.

Purpose of Position (Position Summary):

To make available a reference librarian with a specific subject background in science--to assume special responsibility for meeting the needs of faculty, students, and other library users in these subject areas; to coordinate collection development in these subject fields; to perform general reference duties.

Specific responsibilities:

Provide reference service at the reference desk, including some evening and weekend hours.

Develop and maintain a liaison role with the Biology, Chemistry, Physics, and Mathematics departments, and with other science faculty. This would include:

- Collection development in cooperation with teaching faculty in these disciplines;
- Library instruction for students in these fields;
- Online bibliographic searches in these fields;
- Problem-solving for faculty and students in library matters particularly in these fields.

Assist in general library orientation of freshmen and transfer students.

Participate in library self-governance and in University affairs.

Assist with, develop, and initiate other activities as needed.

Position #00294 Library Assistant--A (Ms. Morningstar) Reference Department

GENERAL FEATURES OF THE POSITION OF "INTERLIBRARY LOAN COORDINATOR"

The Interlibrary Loan Coordinator (local position title) oversees the borrowing and lending of library materials between institutions. The incumbent functions within the Reference Department of the George Mason University Library system. Under the direction of the Chairperson of the Reference Department, the incumbent processes approximately 200 interlibrary loans each month. Although policies and procedures are somewhat prescribed, the incumbent exercises considerable discretion in determining where materials will be borrowed or loaned. The incumbent supervises clerical personnel and student assistants in the performance of assigned tasks.

SPECIFIC DUTIES

1. Borrows library materials not held at GMU from other institutions for use by GMU faculty, students and staff in accordance with the GMU Libraries' Interlibrary Loan Procedure Manual, as well as nationally approved ILL standards. This involves an automated and/or manual bibliographic search (OCLC), determining local holdings, selecting the source for borrowing the materials, preparing the request forms or sending a telegraphic request (TWX), processing the received materials, collecting funds for photocopied materials, and returning the materials to the lender(s) when due.

2. Loans library materials to other institutions in accordance with the Interlibrary Loan Procedures Manual. This involves locating the materials, photocopying when necessary, preparing invoices, shipping the item(s), receiving and reshelving the returned materials, and collecting funds when appropriate.

3. Maintains files, statistics, and records necessary for operation of the service, finincial accounting, TWX billings, the location of materials on loan, and the preparation of reports.

4. Cooperates with the Chairperson of the Reference Department in formulating interlibrary loan policies and procedures. This involves reviewing the appropriate Copyright Law and the various professional journals.

5. Participates in area and in-house committees dealing with the cooperative use of library materials. This includes personal contact with appropriate individuals.

6. Performs other library-related tasks as assigned by the Chairperson.

QUALIFICATIONS

Preferred: A college degree and one year's experience in an academic library; Or, the equivalent in college courses and library experience in an academic library. Individual must be able to deal effectively with a variety of people and project a positive public image.

Position #00244 Clerk-Typist--C (Ms. Mullin) Reference Department
(Formerly Clerk--C)

GENERAL FEATURES OF THE POSITION "REFERENCE ASSISTANT"

The Reference Assistant (local position title) performs technical and clerical functions within the Reference Department of the George Mason University Library system. Under the direction of the Chairperson of the Reference Department, the three reference librarians and the incumbent are responsible for the reference collection and assisting patrons in the use of reference materials. Policies and procedures are generally prescribed and the incumbent works with minimal direct supervision. The incumbent supervises student assistants in the performance of assigned tasks.

SPECIFIC DUTIES

1. Performs general clerical functions for the department. This involves typing correspondence, forms, bibliographies, memos and reports; maintaining files, and ordering all supplies for the department. In some cases, the incumbent must design appropriate formats for recording the materials.

2. Supervises the user-maintenance of all microform equipment in the library. In cases requiring work beyond the capability of the incumbent, the appropriate servicing agency will be notified. The incumbent checks the quality of all work performed on the equipment.

3. Assists members of the department in bibliographic research, collection development preparing instructional materials, displays and performing special projects.

4. Conducts tours of the library for new faculty, students and staff. Assists patrons in the use of reference materials.

5. Maintains the Information File in the Reference Area of the library. This file consists of several storage cabinets containing pamphlets, unbound papers, and like material.

6. Performs other library duties assigned by the department chairperson.

7. Provides support to the Interlibrary Loan Office as demand requires.

QUALIFICATIONS

Preferred: High school diploma and two years experience (which can include college courses, and should include direct library experience of not less that one year). Individual must have some supervisory experience, an ability to interact well with people and strong clerical skills.